

Children's homes - interim inspection

Inspection date	04/01/2017
Unique reference number	1183173
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Tlc Youth Care Limited
Registered provider address	19 Harrier Park, Northampton, NN4 0QG

Responsible individual	Duncan MacKenzie
Registered manager	Joseph Monaghan
Inspector	Joanne Vyas

Inspection date	04/01/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged good at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness.</p> <p>Young people are happy living at this home. A young person said: 'It's a good group of staff that you know and get on well with.' Another said: 'This is a nice home to live in.' Young people make exceptional progress in reducing risk-taking behaviour such as going missing and taking illegal substances. Education achievement and independent living skills are also greatly improved.</p> <p>Safeguarding practice in this home helps to keep young people safe. A police officer said: 'I think that the staff do all that they can to safeguard the young people in their care, and always appear professional and positive. In my view the home is a safe place.' Young people rarely go missing because they feel safe and secure. They have warm, honest and trusting relationships with staff. Staff follow protocols when young people go missing that ensure young people return safe and well. They work in partnership with other agencies to ensure they have well thought out plans that keep young people safe. A police officer said: 'The staff are pro-active in managing missing episodes, and liaise closely with the Missing Persons Unit, particularly whenever there are any emerging issues.'</p> <p>Young people are helped to understand the dangers of risk taking behaviour such as taking illegal substances and going missing. They are also educated in online safety. For example, online safety information has been gathered to discuss with young people on the Safer Internet Day 2017 in February. Staff are imaginative and creative in the way that they deliver advice and guidance to young people.</p> <p>The manager has created a number of resources for staff to use. For example, a programme to help boost young people's self esteem. A young person has made a vibrant poster about everything he enjoys and is good at. Another has written things about himself that he is good at and says these out loud to his keyworker.</p> <p>Young people are also rewarded for positive behaviour through incentives such as 'Star of the Week'. They also receive a weekly 'wage slip' that details how much money they have earned for the week and why. Consequently, young people make good progress in their confidence and self-esteem.</p>	

Young people have good attendance at their education provisions. Staff ensure that they have plenty of sleep on a school night and have breakfast in the morning. This helps them to feel settled and ready to learn. Staff communicate effectively with education staff to ensure young people are provided with a good, consistent service that they are happy with. Young people who are not in education are supported to find suitable education or employment. While not in either, they are expected to complete a life skills package with staff. Young people gain life skills that help them when they leave the home and move on into independent living.

Young people benefit from regular contact with their families. They have built better relationships with their families since residing at the home.

Young people are encouraged to keep memory books that depict their time in the home. They are able to take these books with them when they leave. This means they can look back positively at their time in the home.

Young people enjoy a range of activities. Activities include motor biking on a track (a particular favourite), cinema, ice skating, trips out, swimming and horse riding. They also take part in a 'Virtual Challenge' where they are challenged to run, swim and cycle various distances. One young person proudly said he had completed the cycling and running challenge.

Young people are exposed to different cultures and religions. There is a diverse staff group in terms of age, gender and background. Staff also put on cultural evenings throughout the year. For example, young people celebrated Raksha Bandhan by making each other friendship bracelets. They also celebrated Halloween night with a party where young people's families joined in the fun. This enabled young people, their parents and siblings to relax and have fun together in a supportive and safe environment helping to build on and cement important relationships.

Staff are competent, qualified and passionate about providing a good service for young people. They genuinely care about them and want them to succeed. A member of staff said, 'We treat the children like our family. We think about the children even when we are not at work.' They are supported well by the registered manager. They have good access to training. This means that they have the skills and knowledge to be able to effectively look after the young people in their care.

The registered manager is qualified and provides good support and guidance to his staff team. He has a good understanding of the strengths and weaknesses of the home and has good plans to address any shortfalls and further develop the home. A young person said that he would judge the home to be outstanding.

Information about this children's home

This is the homes first interim inspection as it is newly registered, belonging to a private provider. It is registered for three young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/04/2016	Full	Good

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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